

NORTH ARCH BATHROOMS

L O N D O N

TERMS AND CONDITIONS

Please read all these terms and conditions.

As we can accept your order and make a legally enforceable agreement without further reference to you, you must read these terms and conditions to make sure that they contact all that you want and nothing that you are not happy with. If you are not sure about anything, just phone us on 0208 444 6066

Application

1. These Terms and Conditions will apply to the purchase of the goods by you the customer.
2. We are North Arch Bathrooms Ltd a company registered in England and Wales under 14205135 whose registered office is at Unit 1 The Viaducts, St James Lane, London, N10 3QX with email address info@northarchbathrooms.co.uk. Telephone number (0208 444 6066)
3. These are the terms on which we sell all goods to you. By ordering any of the goods, you agree to be bound by these Terms and Conditions.

Retention of Title

4. All goods that are sold under these Terms and Conditions remain property of North Arch Bathrooms until full payment has been received.

Basis of Sale

5. Any quotation or estimate is valid for a maximum period of 14 days from its date, unless we expressly withdraw it at an earlier time.
6. A signed quote or acceptance of a quote via email constitutes a contract between the customer and North Arch Bathrooms
7. We intend that these Terms and Conditions apply only to a contract entered into by you as a Consumer where we, the supplier and you the customer, enter the contract at any of the suppliers business premises, and where the contract is not a contract (i) for which an offer was made by the customer in the suppliers and customers simultaneous physical presence away from those premises.

Fees and Payment

8. The price for any goods and any additional delivery or other charges is that set out in our quotation current at the date of the order or such other price as we may agree in writing.
9. The final amount payable has VAT at the rate applicable at the time of the order.
10. Payment for goods is as follows: A deposit on products must be paid on ordering. This is 60% of the full product cost but can vary and is at the designer's discretion. Product balances must be paid in full one week prior to the customer's first delivery.
11. The design fee of £250 is refundable against a minimum order value of £5000. (Please read full design fee terms and conditions)
12. If customer's require receipt of payments, they must inform their designer prior to payment.

Deliveries

13. We will deliver the customer's goods, to the agreed location at the time agreed between North Arch Logistics and the customer.
14. The copy of the North Arch Bathrooms Delivery Note must be signed on behalf of or by the customer at the time of delivery. If it is not a copy of the delivery note will be sent to the customer. All goods signed for will be assumed to have been delivered unless North Arch Bathrooms are notified otherwise within 24hrs of delivery.
15. If the delivery is not accepted at the agreed time, a redelivery fee may be applied.



www.northarchbathrooms.co.uk



info@northarchbathrooms.co.uk



@northarchbathrooms



Unit 1 The Viaducts, St James Lane, N10 3QX



02084443240

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15. Within one week of the order being placed the customer will be informed of a delivery date/dates. Whilst every effort will be made to deliver on the date requested, North Arch Bathrooms cannot accept responsibility for goods delayed by our suppliers.

16. Delivery will be made to the nearest accessible point of the property. It is the customer's responsibility to inform North Arch Bathrooms of any access issues or restrictions to the property. The customer will be responsible for any costs incurred due to failed deliveries for this reason.

17. North Arch Bathrooms will carry out a kerbside delivery only. The customer must provide all necessary labour to take goods inside the property.

18. North Arch Bathrooms cannot accept responsibility for any costs incurred by the customer due to late delivery, for example trades booked in before goods are on site and checked.

18.1 It is the customer's responsibility to make sure the quantity delivered is the quantity stated on the delivery note. North Arch Bathrooms must be informed of any shortages or missing goods before the driver leaves the customer's delivery address

18.2 Replacement of goods signed for will be chargeable.

Risk and Title

19. Risk of damage to, or loss of, of any Goods will pass to you when the Goods are delivered to you.

20. You do not own the Goods until we have received payment in full.

21. North Arch Bathrooms will not accept responsibility for damages to the goods made by the customer's labour or whilst during installation at the customer's delivery address. Please ensure all items are checked when being unloaded. Most importantly always check baths and shower trays as these can not be returned. North Arch Bathrooms must be informed immediately of any issues before the driver leaves the premises.

Returns & Damages

22. Damages will only be considered if they are notified to North Arch Bathrooms by email on arrival to the customer's premises and recorded on the carrier's delivery note.

23. North Arch Bathrooms will not accept responsibility for damages to the goods made by the customer's labour or unloading equipment whilst being unloaded on the customer's premises. Please ensure all items are checked when being unloaded. Most importantly always check baths and shower trays as these can not be returned.

24. North Arch Bathrooms must be informed immediately of any issues and any goods to be returned must be in original packaging.

25. Request for returns must be agreed before returning to supplier's premises. Any request for returns must be made within 48 North Arch Working Hours/ Receipt of goods.

26. Crediting for returns will take place at month end once the return is processed in our system.

Design Supply & Install Service

27. All terms and conditions above will apply.

28. North Arch Bathrooms will recommend and introduce an installation team and attend the first site visit. Once the site visit is complete and installation quote received, the contract is between customer and installer and all payments will be made direct to installer.

29. Any site issues must be notified to the installer on site and resolved between installer and customer.

30. Any design issues, will be resolved between designer, customer and installer.

31. Your designer will continue to work closely with the installer to ensure your bathroom is installed to the correct specification

32. The designer will visit to sign off the installation pack with the customer and installer present, and again at the end of the project to sign off the installation. Further site visits may take place throughout the project if deemed necessary by the installer and the designer.

33. A fitters pack will be agreed on day one or two of the installation between the customer and the installation will proceed in accordance with this fitters pack. Any changes must be notified to the designer in writing prior to work commencing.



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[@northarchbathrooms](https://www.instagram.com/northarchbathrooms)



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